GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:762
ANSWERED ON:22.11.2001
REFUND TO CONSUMERS
JAIBHAN SINGH PAWAIYA;SHIVRAJ SINGH CHOUHAN

Will the Minister of RAILWAYS be pleased to state:

(a) the number of cases in which consumer courts have directed the railways to refund money to customers;

(b) the compensation given by the Railways during the last one year and current year, so far;

(c) the extent of revenue loss to the railways on this account;

(d) whether the railways has analysed the reasons for such losses;

(e) if so, the result thereof; and

(f) the steps being taken by the Railways to reduce such losses?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND MINISTRY OF PARLIAMENTARY ARRAIRS (SHRI O. RAJAGOPAL)

(a): 828 Cases.

(b): Rs.8,28,305/-

(c): Rs.13,42,219/-

(d): Yes, Sir.

(e) & (f): After analysing the reasons, the concerned departments have been asked to monitor these cases and take up the staff found responsible and also improve the working. Suitable action is also being taken to rectify the defects. As a result, there has been a reduction in filing of Cases on some of the Railways.